

WHAT'S NEW STARTING JULY 1, 2017

Core Services

All CWES contractors will use the common screening tool as well as provide a specific number of shelter beds for when placement is necessary. The Contractor's core services are to:

- Serve youth outside their home for up to 47 hours to divert from shelter placement.
- Provide mobile outreach to all counties served by a CWES contractor, taking the intervention where it's needed so children won't need to come to the contractor's base office.
- Provide in-home or other onsite intervention to be used as follow-up to the diversionary activities.

Diversiónary Services

All CWES contractors may also provide additional diversionary services such as, but not limited to:

- Child welfare crisis hot-lines.
- Supervision assistance provided in home to avoid placement into shelter.
- Establishment of information and referral networks as well as the development of community partnerships.
- Other options to shelter for situations requiring stabilization.
- Collaboration with Recruitment, Retention, Training and Support of Resource Families contractors (RTS).

WHAT STAYS THE SAME

- Short-term and temporary child welfare interventions should emphasize the DHS goal to keep families together by using alternatives to emergency juvenile shelter placement and diverting children from placement whenever possible.¹
- When shelter placement is necessary, stays should not exceed 30 days.
- Services are intended to be immediately responsive 24/7 to referrals from the Department of Human Services (DHS), Juvenile Court Services (JCS), or law enforcement (LE) for children up to age 18 that are headed to possible shelter placement.
- CWES approaches range from the least restrictive interventions that can be used (e.g., family conflict mediations or other in-home supports and services provided before children require removal from their home) to the most restrictive emergency services (as permitted by the Iowa Code) including out-of-home placement in emergency shelter care.
- CWES are coordinated with other child welfare and juvenile justice services.

- CWES shelter beds will be purchased with defined payments guaranteed regardless of use.

¹CWES should not be confused with mental health crisis or mental health emergency services that may be available for children, which focus on psychotherapeutic treatment or similar services provided through Iowa's State or community mental health systems. Mental health emergency services are intended to provide community-based access to mental health services and supports in place of mental health institutional care.

PERFORMANCE MEASURES

Performance measures will provide fiscal incentives for successful outcomes. The following performance measures determine eligibility for performance incentive payments. The Gold and Silver Standards are mutually exclusive and cannot both be earned for the same performance measure during the same measurement period. Performance measures shall be measured, earned, and paid separately by DHS Service Area.

Performance Measure 1 – Divert Children from Placement in Shelter Beds

The Contractor shall attempt to divert children from placement in shelter beds whenever possible and appropriate.

- Gold Standard (payment of an additional 5% of the measurement quarter's invoiced amount) – $\geq 85\%$ of children referred to CWES without court orders in the measurement quarter shall be diverted from shelter placement within forty-seven (47) hours of receiving the referral and not be admitted to shelter for thirty (30) days after the child's CWES alternative services case is closed. This will be calculated for each measurement quarter.
- Silver Standard (payment of an additional 2.5% of the measurement quarter's invoiced amount) – $\geq 75\%$ but less than 85% of children referred to CWES without court orders in the measurement quarter shall be diverted from shelter placement within forty-seven (47) hours of the referral and shall not be admitted to shelter for thirty (30) days after the child's CWES alternate services case is closed. This will be calculated for each measurement quarter.

Performance Measure 2 – Discharge from Shelter Care to Family-Like Setting

Contractors shall work to help a child return to a family-like setting (home, foster family home with relative, foster family home with non-relative, pre-adoptive home, or trial home visit). Discharge from CWES will be monitored and contractors may earn additional payment based upon the following:

- Gold Standard (payment of an additional 5% of the measurement quarter's invoiced amount) – $\geq 75\%$ of children discharged from shelter care in the measurement quarter will be discharged to a family-like setting.
- Silver Standard (payment of an additional 2.5% of the measurement quarter's invoiced amount) – $\geq 70\%$ but less than 75% of children discharged from shelter care in the measurement quarter will be discharged to a family-like setting.